

Department of Education

E-Payment Services Solution

Department of Education Personnel Training

Procedures

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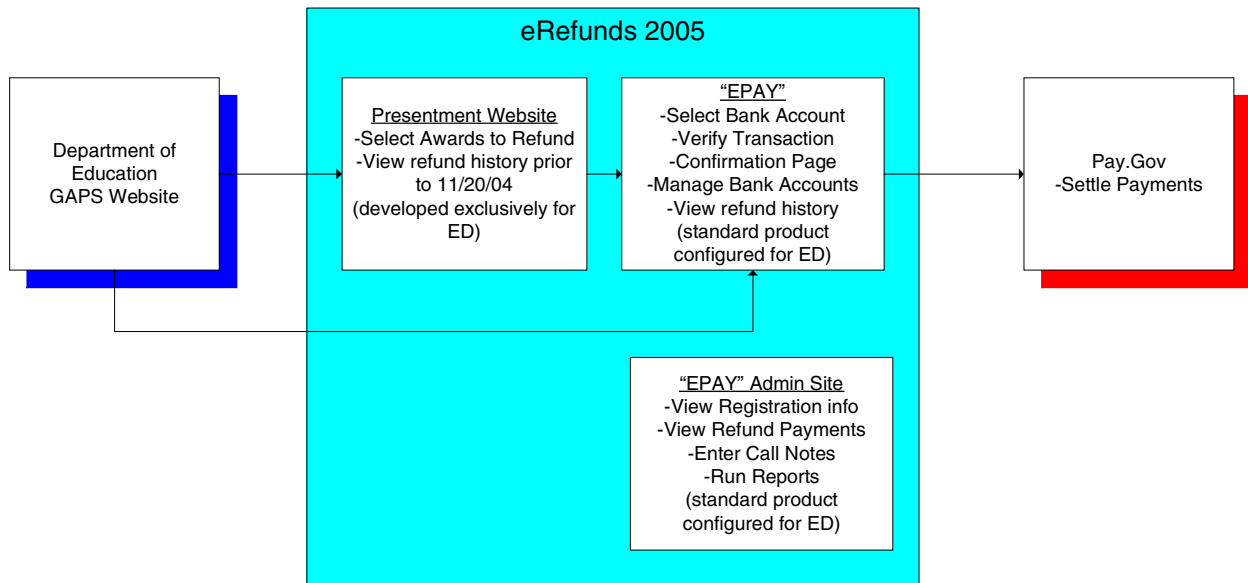
eRefunds 2005 Website Training Manual

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I. Document Overview

System Overview

We are implementing a new system to meet the need of the Department of Education's constituents to electronically submit and process refunds. Below is a high-level view of the new system.



Terminology

GAPS – Department of Education website

eRefunds 2005 – the presentment and payment solution hosted by U.S. Bank. It is comprised of two components, the Presentment Website and “EPAY”.

Presentment Website – the component of eRefunds that allows users to select their awards and refund types to make a refund payment against. This is custom piece of software developed specifically for the Department of Education.

“EPAY” – short for E-Payment Services. This is a standard web payment product offered by U.S. Bank. “EPAY” has been configured to meet ED’s requirements. “EPAY” has a

Pay.Gov – a system developed by the Federal Reserve Board. ERefunds sends refund payment information to Pay.Gov, which settles the payments through the ACH network.

Award – an award refers to funds granted to a user by the Department of Education.

Refund Type – there are 4 refund types referenced in this application, Open Awards, Perkins Loans, Interest Earned, and Refund to Closed Awards. The latter three are collectively called “Other Refunds”.

Payment or Refund Payment – throughout the system, the term “payment” is often used to refer to the transaction that transfers funds from the user’s bank account to the Department of Education. This term is synonymous with “refund”. For a given refund payment, there may be amounts for up to 7 open awards and 3 other refund types contained within the detail of the one refund payment.

Payor – within “EPAY” the payor refers to the end user. The Payor ID = DUNS# for the ED application.

Biller Group – within EPAY, the Biller Group is the agency that is using the system. For this application, the Biller Group identifier = “DED”, the Department of Education.

Biller – within EPAY this represents the name of this specific application. For this application, Biller identifier = “REF” (eREFunds). If the Department of Education were to use this system to collect other types of transactions, those separate applications would be given a different biller id.

Document Legend

In this document, we use specific conventions to designate a reference to website components or other sections of this document.

Screens – website screens are underlined and bolded,
e.g. **Refunds to Open Awards**

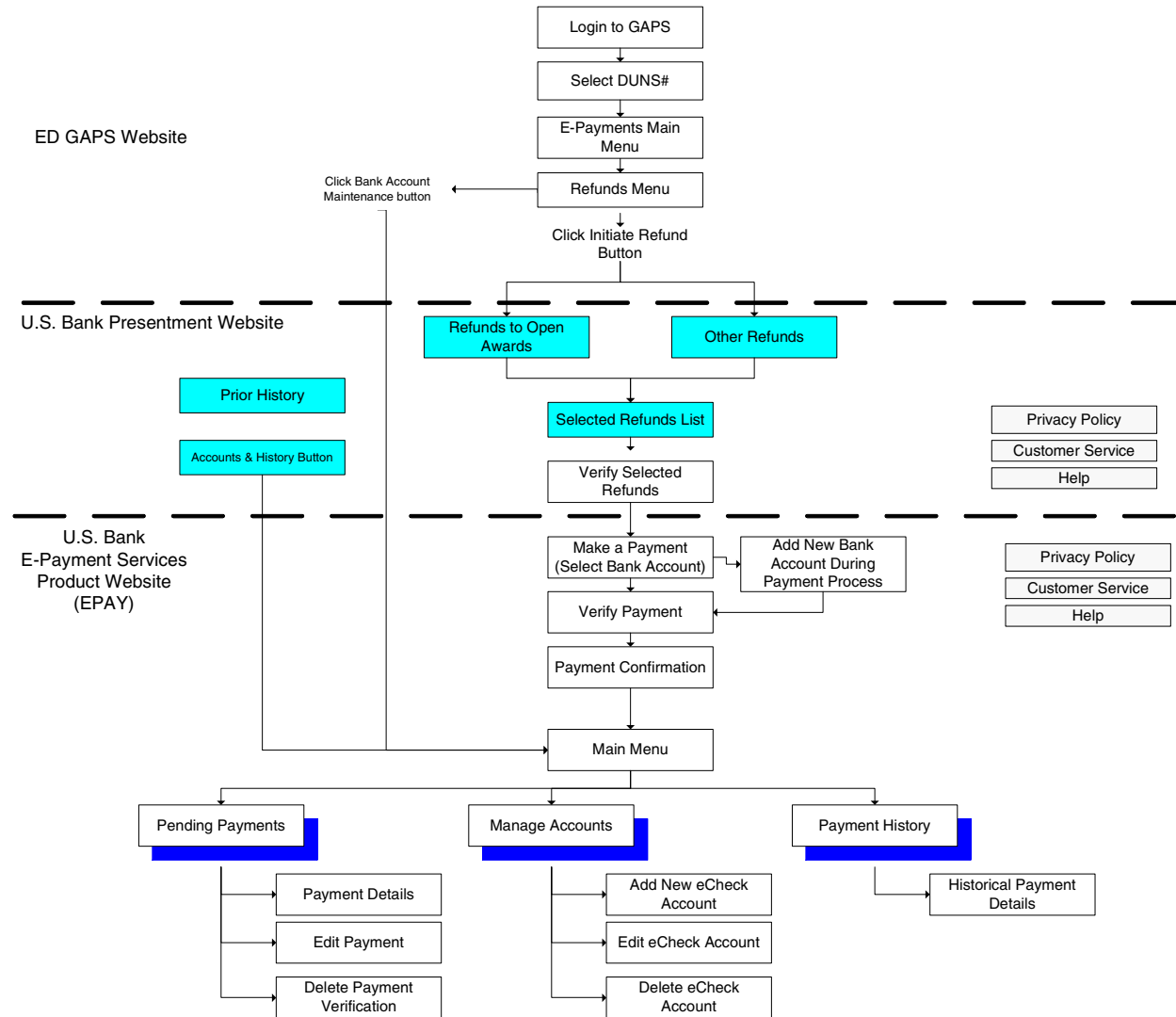
Buttons – buttons on a web screen are bolded in brackets.
e.g. **[Continue]**

Fields – field names on a web screen are bold and italicized.
e.g. ***Refund Amount***

Document Sections – when referring to other sections within this document, they will be bolded
e.g. **section 1. Select Open Awards to Refund**

II. End User Procedures

Navigation Overview

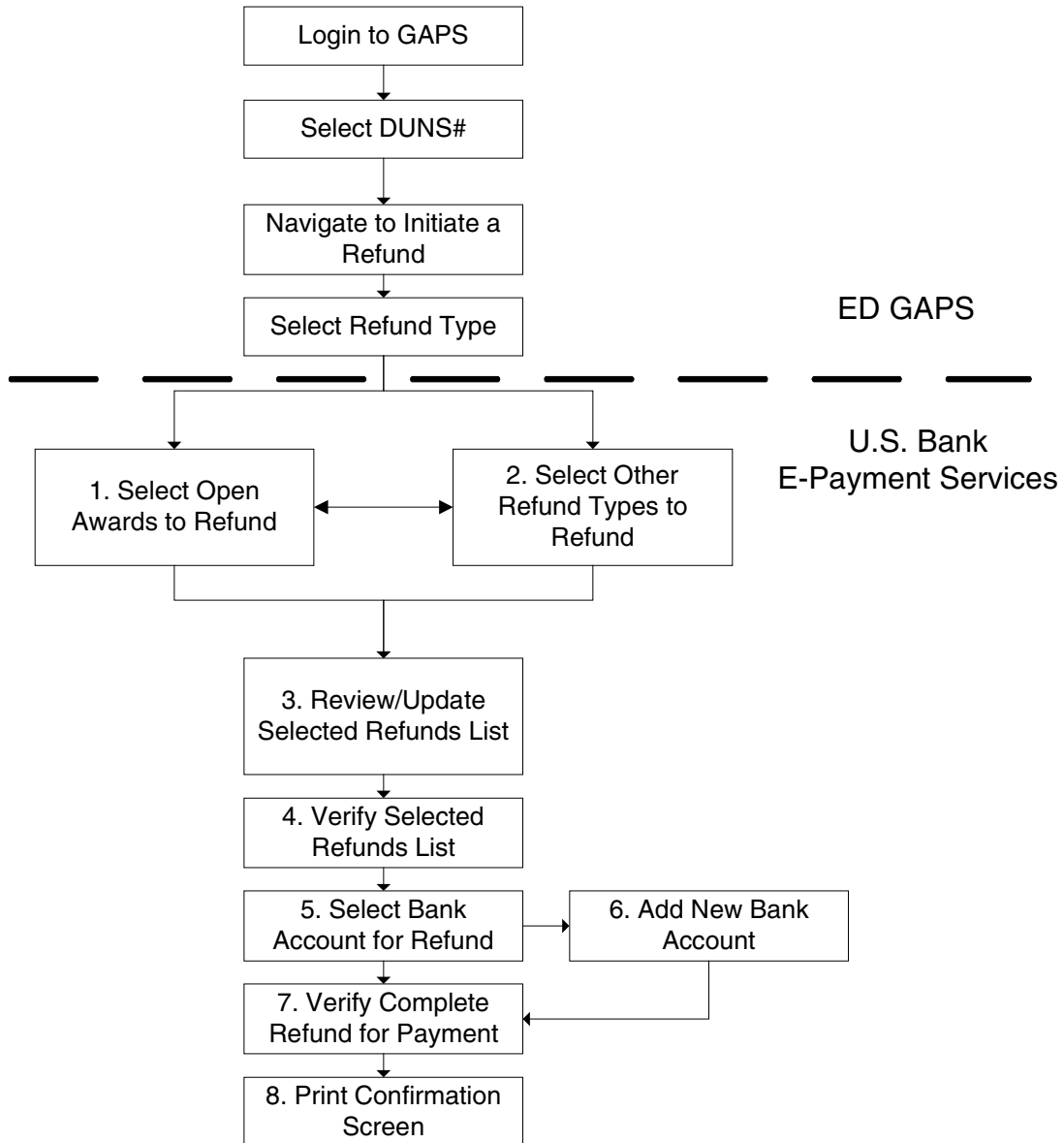


Legend

Prior History	Screen accessible via button on left-hand navigation pane on Presentment Site
Pending Payments	Screen accessible via button on left-hand navigation pane on EPAY Site
Privacy Policy	Pop-up screen accessible via button on top menu on Presentment Site or EPAY site
Verify Selected Refunds	Screen accessible only via navigation from other screens

Make a Refund

0. Refund Overview



1. Select Open Awards to Refund

The **Refunds to Open Awards** screen is designed to allow you to enter refund amounts for your open awards. The screen displays the open awards in groupings of 25 awards. You can select which grouping they would like to view by using the **[First]**, **[Previous]**, **[Next]**, or **[Last]** buttons. Additionally, you can select a specific grouping by using the “Jump to” pull-down menu. During a single session, you can select up to seven awards to make a refund against.

Open Awards - Microsoft Internet Explorer provided by Anexsys LLC

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address: https://ded-uat.anexsys.com/ed/openAwardsRefundChange.do Go Links Anexsys Intranet ED production paym

Department of Education
e-REFUNDS

PRIVACY CUSTOMER SERVICE HELP EXIT

Open Awards

Other Refunds
Selected Refunds
Accounts & History
Prior History
Back to GAPS

DUNS Number
009303251

Refunds Selected
2

Total Refunds
\$254,751.00

View

Refunds to Open Awards

Select an award by entering a refund amount. When you are finished entering refund amounts, click the 'Add Refund Amounts to Selected Refund List' button. Browse through available open awards to refund by using the buttons below or jump to a specific award by selecting the range that contains the award. Refunds are displayed alphabetically by PR Award Number. Site will timeout after 10 minutes of inactivity.

The following action(s) were successful:

- 2 refund(s) added to the Selected Refunds List. (P063P045105: \$600.00, P268K045105: \$254,151.00)

<< First < Previous Next > Last >> Jump To: 1: P063P035105 - P268K993213 Go

PR Award Number	Net Draw	Refund Amount
P063P035105	\$17,367.00	\$
P063P045105	\$967.00	\$
P268K003213	\$1,475,927.00	\$
P268K035105	\$2,828,984.00	\$
P268K045105	\$3,185,853.00	\$
P268K055105	\$294,437.00	\$
P268K983213	\$196,825.00	\$
P268K993213	\$986,973.00	\$

Add Refund Amounts to Selected Refund List

<< First < Previous Next > Last >> Jump To: 1: P063P035105 - P268K993213 Go

Done

To select an award(s) for refund:

1. Find the award to make a refund against. Use the **[First]**, **[Previous]**, **[Next]**, and **[Last]** buttons or the **Jump to** drop-down list to find the appropriate range of awards.
2. In the **Refund Amount** field for the award, enter the \$ amount to refund (e.g. 345.67).
Note: you can enter amounts for up to seven awards during one session.
3. Click the **[Add Refund Amounts to Selected Refund List]** button.

- Once the user has clicked the **[Add Refund Amounts to Selected Refund List]** button, the **Refunds Selected** and **Total Refunds** fields on the left-hand column will be updated with the newly selected award(s). Additionally, the system will display a message highlighting the action that has been performed. For example

The following action(s) were successful:

- 2 refund(s) added to the Selected Refunds List. (P063P991234; \$123,456.78, P007P001234: \$543,219.87)

Open Awards - Microsoft Internet Explorer provided by Anexsys LLC

Address: https://ded-uat.anexsys.com/ed/openAwardsRefundChange.do

Department of Education
e-REFUNDS

PRIVACY CUSTOMER SERVICE HELP EXIT

Open Awards
Other Refunds
Selected Refunds
Accounts & History
Prior History
Back to GAPS

DUNS Number
009303251
Refunds Selected
2
Total Refunds
\$254,751.00
View

Refunds to Open Awards

Select an award by entering a refund amount. When you are finished entering refund amounts, click the 'Add Refund Amounts to Selected Refund List' button. Browse through available open awards to refund by using the buttons below or jump to a specific award by selecting the range that contains the award. Refunds are displayed alphabetically by PR Award Number. Site will timeout after 10 minutes of inactivity.

The following action(s) were successful:

- 2 refund(s) added to the Selected Refunds List. (P063P045105: \$600.00, P268K045105: \$254,151.00)

<< First < Previous Next > Last >> Jump To: 1: P063P035105 - P268K993213 Go

PR Award Number	Net Draw	Refund Amount
P063P035105	\$17,367.00	\$
P063P045105	\$967.00	\$
P268K003213	\$1,475,927.00	\$
P268K035105	\$2,828,984.00	\$
P268K045105	\$3,185,853.00	\$
P268K055105	\$294,437.00	\$
P268K983213	\$196,825.00	\$
P268K993213	\$986,973.00	\$

Add Refund Amounts to Selected Refund List

<< First < Previous Next > Last >> Jump To: 1: P063P035105 - P268K993213 Go

- The user can repeat steps 1-4 to add additional awards to the selected refunds list. The **Refunds Selected** and **Total Refunds** fields will be updated appropriately.
Note: the user can request up to a maximum of 7 refunds for open awards during one session.
- If you would like to make a refund against a Perkins Loan, Interest Earned, or Closed Awards, they should click the **[Other Refunds]** button from the left-hand navigation menu. See section 2. *Select Other Refund Types*.
- Once you have selected all the awards to refund, the user should click either the **[Selected Refunds]** or **[View]** button from the left hand column. This will take you to the **Selected Refunds List** screen.

2. Select Other Refund Types to Refund

If you would like to make a refund against a Perkins Loan, Interest Earned, or Closed Awards, click the [**Other Refunds**] button from the left-hand navigation menu.

Perkins Loans, Interest Earned and Refunds to Closed Awards - Microsoft Internet Explorer provided by Anexsys LLC

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address <https://ded-uat.anexsys.com/ed/openAwardsRefundChange.do> Go Links Anexsys Intranet ED production payme

Department of Education
e-REFUNDS

PRIVACY CUSTOMER SERVICE HELP EXIT

Open Awards

Other Refunds

Selected Refunds

Accounts & History

Prior History

Back to GAPS

DUNS Number
009303251

Refunds Selected
0

Total Refunds
\$0.00

View

Click View to continue to your refund selection.

Perkins Loans, Interest Earned and Refunds to Closed Awards

Select a refund by entering a refund amount. When you are finished entering refund amounts, click the 'Add Refund Amounts to Selected Refund List' button. Site will timeout after 10 minutes of inactivity.

Refund Type	Refund Amount
Perkins Loans	\$ <input type="text"/>
Interest Earned	\$ <input type="text"/>
Refund to Closed Awards	\$ <input type="text"/>

Add Refund Amounts to Selected Refund List

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To select amounts to refund for Perkins Loans, Interest Earned or Closed Awards:

1. In the **Refund Amount** field for the appropriate **Refund Type**, enter the \$ amount to refund (e.g. 896.35). Note: you can enter amounts in any or all three types.
2. Click the [**Add Refund Amounts to Selected Refund List**] button.

Perkins Loans, Interest Earned and Refunds to Closed Awards - Microsoft Internet Explorer provided by Anexsys LLC

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address <https://ded-uat.anexsys.com/ed/otherAwardsRefundChange.do> Go Links Anexsys Intranet ED production paym

Department of Education
e-REFUNDS

PRIVACY CUSTOMER SERVICE HELP EXIT

Perkins Loans, Interest Earned and Refunds to Closed Awards

Select a refund by entering a refund amount. When you are finished entering refund amounts, click the 'Add Refund Amounts to Selected Refund List' button. Site will timeout after 10 minutes of inactivity.

The following action(s) were successful:

- Interest Earned refund was added to the Selected Refunds List for the amount of \$321.56

Refund Type	Refund Amount
Perkins Loans	\$ <input type="text"/>
Interest Earned	\$ <input type="text"/>
Refund to Closed Awards	\$ <input type="text"/>

Add Refund Amounts to Selected Refund List

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Open Awards

Other Refunds

Selected Refunds

Accounts & History

Prior History

Back to GAPS

DUNS Number
009303251

Refunds Selected
1

Total Refunds
\$321.56

View

Click View to continue to your refund selection.

- Once you have clicked the **[Add Refund Amounts to Selected Refund List]** button, the **Refunds Selected** and **Total Refunds** fields in the left-hand column will be updated with the newly selected amount(s). Additionally, the system will display a message highlighting the action that has been performed. For example

The following action(s) were successful:

- Perkins Loans refund was added to the Selected Refunds list for the amount of \$99.99
- If required, repeat steps 1-3 to add additional refund types to the selected refunds list. The **Refunds Selected** and **Total Refunds** fields will be updated appropriately.
 - If you would like to make a refund against Open Awards they should click the **[Open Refunds]** button from the left-hand navigation menu. See section 1. *Select Open Awards to Refund*.
 - Once you have selected all the awards and refund types to refund, the user should click either the **[Selected Refunds]** or **[View]** button from the left hand column. This will take the user to the **Selected Refunds List** screen.

3. Review/Update Selected Refunds List

Once a user has completed selected all the awards to refund, they must click the **[Selected Refunds]** or **[View]** button on the left-hand pane. The user will be taken to the **Selected Refunds List**.

On the **Selected Awards List** screen, the user can update or remove awards (or refund types), or click **[Continue]** to move to the **Verify Selected Refunds** screen.

The screenshot shows the 'Selected Refunds List' page within the 'e-REFUNDS' application. The browser window title is 'Selected Refunds List - Microsoft Internet Explorer provided by Anexsys LLC'. The address bar shows 'https://ded-uat.anexsys.com/ed/openAwardsRefundChange.do'. The page features a navigation menu on the left with links: 'Open Awards', 'Other Refunds', 'Selected Refunds' (highlighted), 'Accounts & History', 'Prior History', and 'Back to GAPS'. Below this menu, a box displays 'DUNS Number 008607038', 'Refunds Selected 1', and 'Total Refunds \$123,456.78' with a 'View' button. The main content area is titled 'Selected Refunds List' and includes instructions: 'Modify your selected refunds by changing the refund amount and selecting "Update". Remove a selected refund by choosing the "Remove" button. You may add more refunds by returning to the refunds pages. If you are done selecting refunds, choose "Continue". Site will timeout after 10 minutes of inactivity.' Below the instructions is a table with columns: 'Award Type', 'PR Award Number', 'Net Draw', 'Refund Amount', and 'Comments'. The table contains one row for an 'Open Award' with PR number 'P042A010774', a net draw of '\$781,433.00', and a refund amount of '\$123,456.78'. There are 'Update' and 'Remove' buttons next to the refund amount. At the bottom of the table are three buttons: 'Return to Open Awards', 'Return to Other Awards', and 'Continue'. A footer note states '© 2002-2004 Anexsys, LLC. All right reserved. Browser Requirements'.

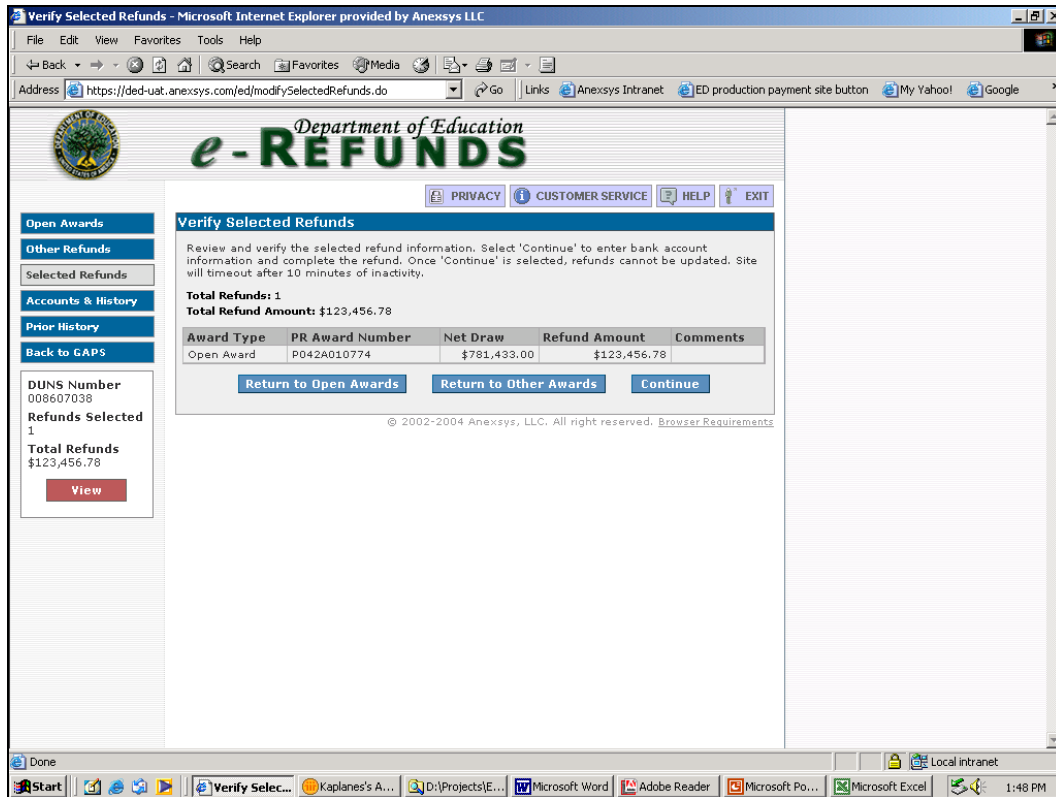
Award Type	PR Award Number	Net Draw	Refund Amount	Comments
Open Award	P042A010774	\$781,433.00	\$123,456.78	

1. Review the awards listed. Once you have completed updating and deleting refunds and are satisfied with the list, click the **[Continue]** button. The system will take you to the **Verify Selected Refunds** screen
2. If you would like to change the refund amount for an award (or refund type):
 - a. In the ***Refund Amount*** field for the appropriate award (or refund type), enter the correct refund amount.
 - b. Click the **[Update]** button. The system will update the refund amount field with the new amount.
3. If you would like to add a comment for an award (or refund type):
 - a. In the "Comments" field for the appropriate award (or refund type), enter a comment.
 - b. Click the **[Update]** button. The system will update the comment field with the new comment.

4. To remove a refund from the selected refunds list:
 - a. Click the **[Remove]** button on the line of the award (or refund type) you would like to delete
 - b. The system will remove the selected refund from the list and refresh the screen
5. If you need to add new awards or refund types to the Select Refunds lists, click the **[Return to Open Awards]** or **[Return to Other Awards]** buttons, as appropriate.

4. Verify Selected Refunds List

On the **Verify Selected Refunds** screen the user can verify the refunds and continue to select the bank account or return to selecting awards.



1. If the list is correct, click the [**Continue**] button. The system will take you to the **Make Payment** screen to select the bank account from which funds will be withdrawn.
2. If you would like to add additional open awards to the list, click the [**Return to Open Awards**] button. The system will take you to the **Open Awards** screen.
3. If you would like to add additional other refunds to the list (e.g. Perkins Loans), click the [**Return to Other Awards**] button. The system will take you to the **Other Refunds** screen

5. Select Bank Account (Make Payment Screen)

On the **Make a Payment** screen, you must select the bank account from which the funds should be withdrawn for this refund. You can also choose to add a new bank account from which to withdraw funds.

The screenshot shows a web browser window titled "e-Refunds - Microsoft Internet Explorer provided by Anexsys LLC". The address bar shows a URL starting with "https://63.96.202.40/payment...". The page header includes the "Department of Education" logo and the text "e-REFUNDS". Navigation links for "PRIVACY", "CUSTOMER SERVICE", "HELP", and "EXIT" are present. On the left, there are buttons for "Make Payment", "Manage Accounts", "Pending Payments", and "Payment History". The main content area is titled "Make a Payment - Department of Education Refund" and includes a "Bold fields required" note. The "PAYMENT INFORMATION" section displays: "Payment Amount: \$123,456.78", "Payment Method: eCheck", and "Scheduled Payment Date: Oct-12-2004". The "PAYMENT DETAILS" section shows "Open Award 1: 008607038,Open,123456.78,P042A010774". The "ACCOUNT SELECTION" section has a dropdown menu labeled "Please select an account:" with "Choose one..." selected. "Continue" and "Cancel" buttons are at the bottom. The footer contains the copyright notice: "© 2002-2004 Anexsys, LLC. All rights reserved. Browser Requirements".

1. From the drop-down list labeled “Please select an account”, select a bank account from which to have the funds withdrawn.
2. If you would like to use a bank account not on the list, select “*Use a new eCheck account” and click [**Continue**]. You will be taken to the **Add a New Bank Account** screen. Go to section 6. *Add New Bank Account During Refund Process*.
3. Click the [**Continue**] button. The system will take you to the **Verify Payment** screen.
4. If the payment details are not correct, click [**Exit**]. You will be taken back to the GAPS site.

6. Add New Bank Account During Refund Process

The screenshot shows a web browser window titled "e-Refunds - Microsoft Internet Explorer provided by Anexsys LLC". The address bar shows "https://63.96.202.40/payment_echeck.html;jsessionid=VNREZCOLZ4X3". The page features the "Department of Education e-REFUNDS" logo and navigation links for "PRIVACY", "CUSTOMER SERVICE", "HELP", and "EXIT". On the left, there is a sidebar with buttons for "Make Payment", "Manage Accounts", "Pending Payments", and "Payment History". The main content area is titled "Make A Payment - Department of Education Refund" and contains a form for "ECHECK ACCOUNT INFORMATION". The form includes fields for "Routing Transit Number", "Account Number", and "Re-Enter Account Number", all marked as "Bold fields required". It also has radio buttons for "Account Type" (Checking, Savings) and "Account Category" (Consumer, Business), a checkbox for "Save this account?", and a text field for "Account Nickname". At the bottom of the form are "Continue" and "Cancel" buttons. A footer note states "© 2002-2004 Anexsys, LLC. All rights reserved. [Browser Requirements](#)".

1. Enter your bank account information
 - a. **Routing Transit Number:** Routing transit number for the your financial institution.
 - b. **Account Number:** your bank account number
 - c. **Re-Enter Account Number:** re-enter your bank account number
 - d. **Account Type:** enter the account type for your bank account
 - e. **Account Category:** click the radio button for your bank account
 - f. **Save this account?:** click this check box if you want to save this bank account in your permanent list of accounts to use for refund payments at a later date.
 - g. **Account Nickname:** enter a nickname for this bank account
2. Click [**Continue**] when you have completed entering your information. You will be transferred to the **Verify Payment** screen.

7. Verify Complete Refund Payment

After selecting a bank account and clicking [Continue], the user will move to the **Verify Payment** screen. The user must re-enter their password (DUNS#) for verification and select the “terms and conditions” checkbox to denote acceptance.

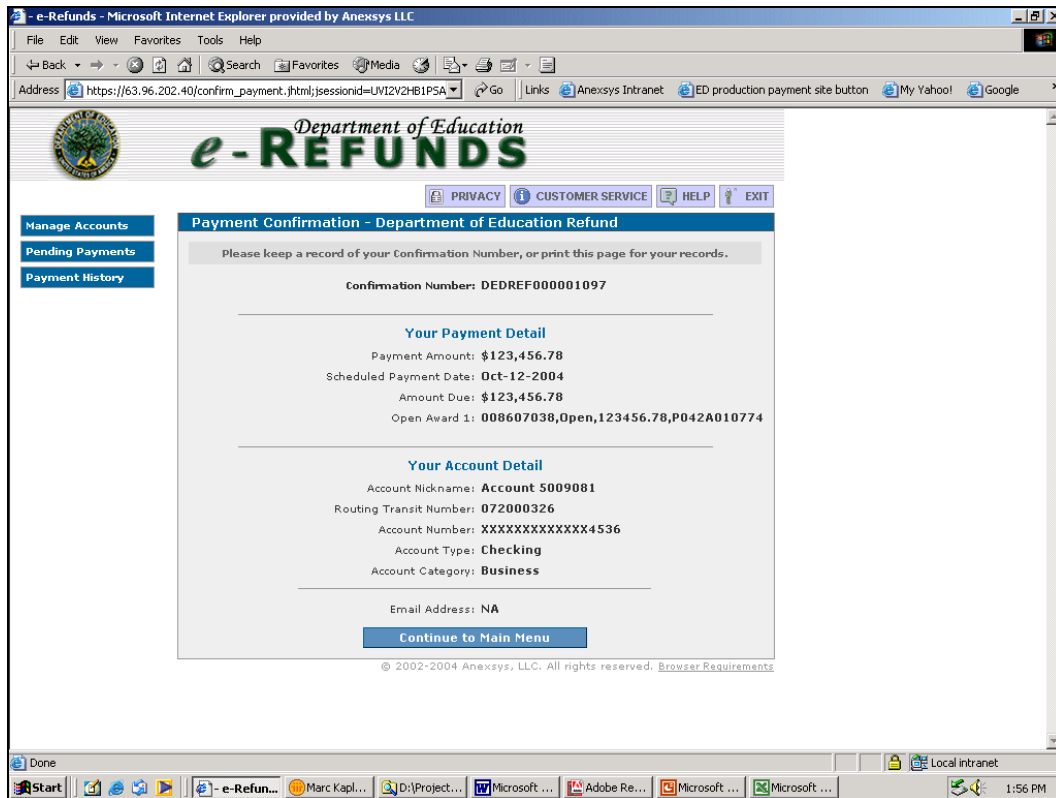
The screenshot displays the 'Verify Payment' screen of the e-Refunds website. The page header includes the Department of Education logo and the title 'e-REFUNDS'. A left sidebar contains navigation links: 'Make Payment', 'Manage Accounts', 'Pending Payments', and 'Payment History'. The main content area is titled 'Verify Payment - Department of Education Refund'. It features a warning that bold fields are required for verification. The 'Your Payment Detail' section shows a payment amount of \$123,456.78, a scheduled payment date of Oct-12-2004, and an amount due of \$123,456.78. The 'Your Account Detail' section lists the account nickname as 'Account 5009081', the routing transit number as '072000326', the account number as 'XXXXXXXXXXXX4536', the account type as 'Checking', and the account category as 'Business'. The 'Terms And Conditions' section includes a checkbox for 'I accept the Terms and Conditions:'. At the bottom of the main content area are 'Confirm' and 'Cancel' buttons. The footer of the page reads '© 2002-2004 Anexsys, LLC. All rights reserved. Browser Requirements'.

To verify your refund payment:

1. Enter the DUNS# in the “Re-Enter Password” field
2. Click the check box labeled “I accept the Terms and Conditions”
3. Click the [Continue] button. You will be shown the **Payment Confirmation** screen.

If the details of the refund payment are not correct, click [Cancel]. You will be transferred to the **Select Bank Account (Make Payment)** screen.

8. Payment Confirmation Screen



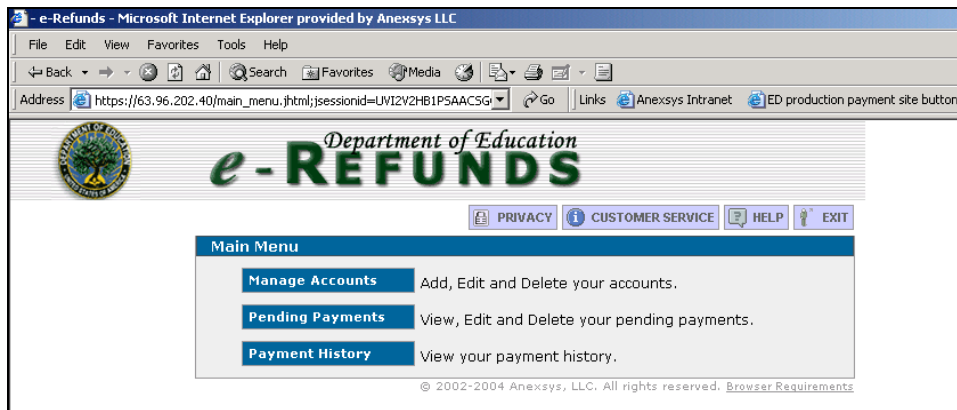
1. You can use your browser to print this page if you would like a hard copy of your confirmation information.
2. Once you have finished with this page, click **[Exit]** to go back to GAPS.
3. If you would like to review your pending payments, view payment history, or manage your bank accounts, click **[Continue to Main Menu]**

Pending Refund Payments

Pending refund payments are transactions that have been completed in the system, but have not been sent from the system to the ACH network for settlement.

Navigate to the “EPAY” Main Menu

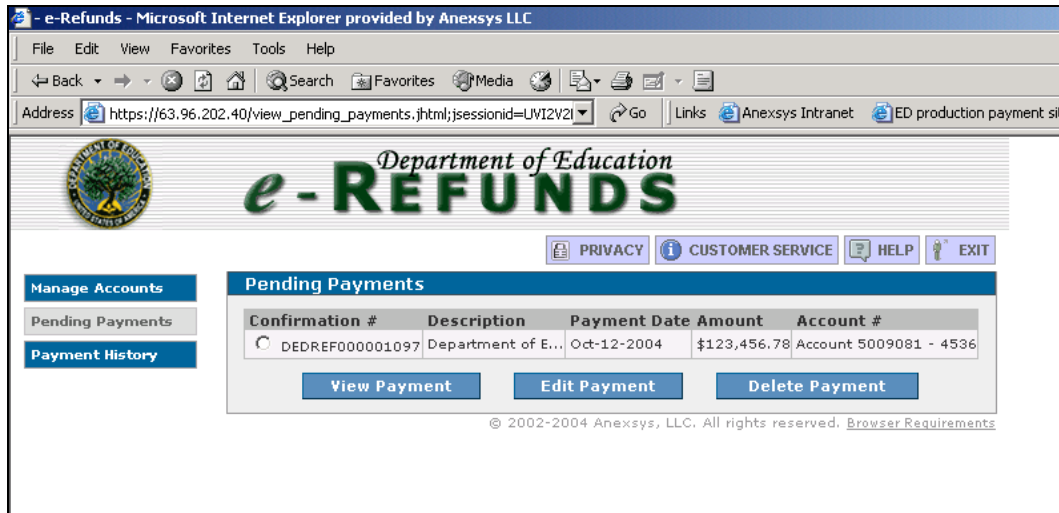
1. Navigate to the **Main Menu** screen from GAPS.
 - a. Login to GAPS
 - b. Select DUNS#
 - c. On E-Payments Main Menu, click **[Refunds]**
 - d. Click **[Bank Account Maintenance]**. You will be taken to the EPAY **Main Menu**.



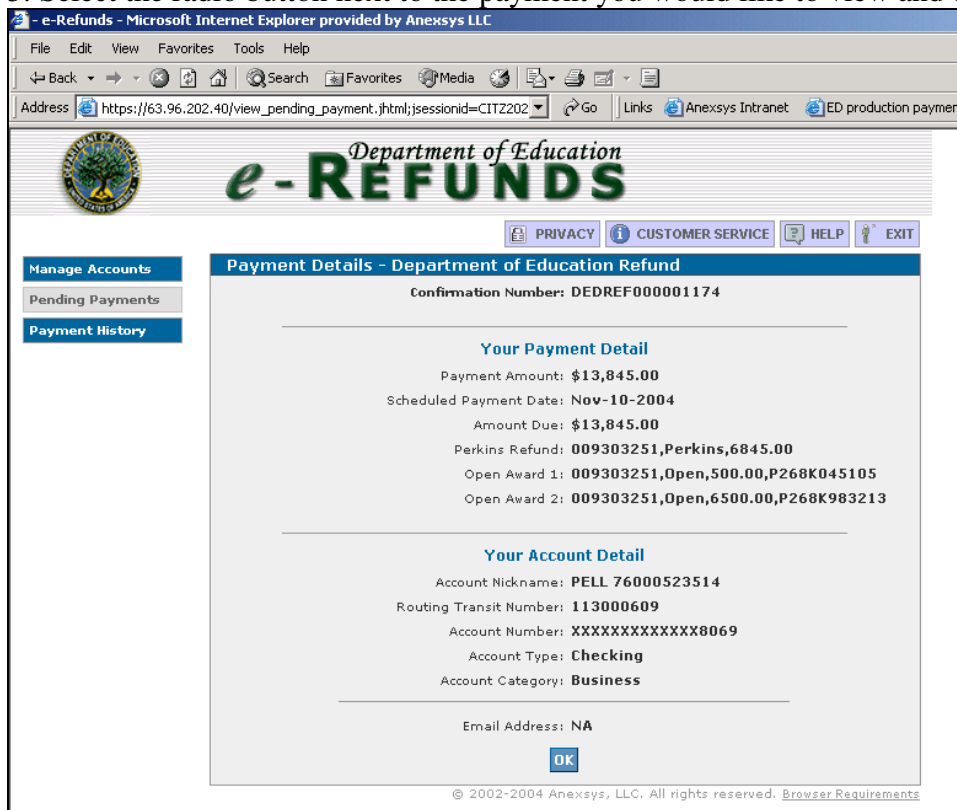
Note: if you have completed a refund payment and click **[Continue to Main Menu]**, you will be taken directly to the EPAY **Main Menu**.

View Pending Refund Payments

1. Navigate to the EPAY **Main Menu** screen.
2. Click [**Pending Payments**].
3. You will be taken to the Pending Payments screen listing all your pending payments.



2. You will see your current pending payments.
3. Select the radio button next to the payment you would like to view and click [**View Payment**].



Cancel/Delete Pending Refund Payments

1. Navigate to the EPA Y **Main Menu** screen. Click **[Pending Payments]**.
2. You will be taken to the **Pending Payments** screen listing all your pending payments.

The screenshot shows the e-Refunds website in a Microsoft Internet Explorer browser window. The address bar shows the URL: https://63.96.202.40/view_pending_payments.jhtml;jsessionid=CITZ20... The page header includes the Department of Education logo and the text "e-REFUNDS". Below the header are links for PRIVACY, CUSTOMER SERVICE, HELP, and EXIT. On the left sidebar, there are buttons for "Manage Accounts", "Pending Payments" (which is highlighted), and "Payment History". The main content area is titled "Pending Payments" and contains a table with the following data:

Confirmation #	Description	Payment Date	Amount	Account #
<input checked="" type="radio"/> DEDREF000001174	Department of E...	Nov-10-2004	\$13,845.00	PELL 76000523514 - 8069

Below the table are three buttons: "View Payment", "Edit Payment", and "Delete Payment". At the bottom of the page, there is a copyright notice: "© 2002-2004 Anexsys, LLC. All rights reserved. Browser Requirements".

3. You will see your current pending payments.
4. Select the radio button next to the payment you would like to view and click **[Delete Payment]**.
5. You will be taken to the **Delete Payment Verification** screen.

The screenshot shows the e-Refunds website in a Microsoft Internet Explorer browser window. The address bar shows the URL: https://63.96.202.40/delete_payment.jhtml;jsessionid=CITZ2023FBJV4... The page header includes the Department of Education logo and the text "e-REFUNDS". Below the header are links for PRIVACY, CUSTOMER SERVICE, HELP, and EXIT. On the left sidebar, there are buttons for "Manage Accounts", "Pending Payments", and "Payment History". The main content area is titled "Delete Payment Verification - Department of Education Refund" and displays the following information:

Confirmation Number: DEDREF000001174

Your Payment Detail

Payment Amount: \$13,845.00
Scheduled Payment Date: Nov-10-2004
Amount Due: \$13,845.00
Perkins Refund: 009303251, Perkins, 6845.00
Open Award 1: 009303251, Open, 500.00, P268K045105
Open Award 2: 009303251, Open, 6500.00, P268K983213

Your Account Detail

Account Nickname: PELL 76000523514
Routing Transit Number: 113000609
Account Number: XXXXXXXXXXXXX8069
Account Type: Checking
Account Category: Business

Email Address: NA

At the bottom of the form are two buttons: "Confirm" and "Cancel". At the bottom of the page, there is a copyright notice: "© 2002-2004 Anexsys, LLC. All rights reserved. Browser Requirements".

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- Click [**Confirm**] to delete the refund payment.
- The system will display the **Delete Payment Confirmation** screen.

e-Refunds - Microsoft Internet Explorer provided by Anexsys LLC

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address https://63.96.202.40/confirm_delete_payment.jhtml;jsessionid=CITZ20 Go Links Anexsys Intranet ED production payment

e-REFUNDS Department of Education

PRIVACY CUSTOMER SERVICE HELP EXIT

Manage Accounts
Pending Payments
Payment History

Delete Payment Confirmation - Department of Education Refund

Cancellation Confirmation Number: DEDREF000001175
Confirmation Number: DEDREF000001174

Your Payment Detail

Payment Amount: \$13,845.00
Scheduled Payment Date: Nov-10-2004
Amount Due: \$13,845.00
Perkins Refund: 009303251, Perkins, 6845.00
Open Award 1: 009303251, Open, 500.00, P268K045105
Open Award 2: 009303251, Open, 6500.00, P268K983213

Your Account Detail

Account Nickname: PELL 76000523514
Routing Transit Number: 113000609
Account Number: XXXXXXXXXXXX8069
Account Type: Checking
Account Category: Business
Email Address: NA

OK

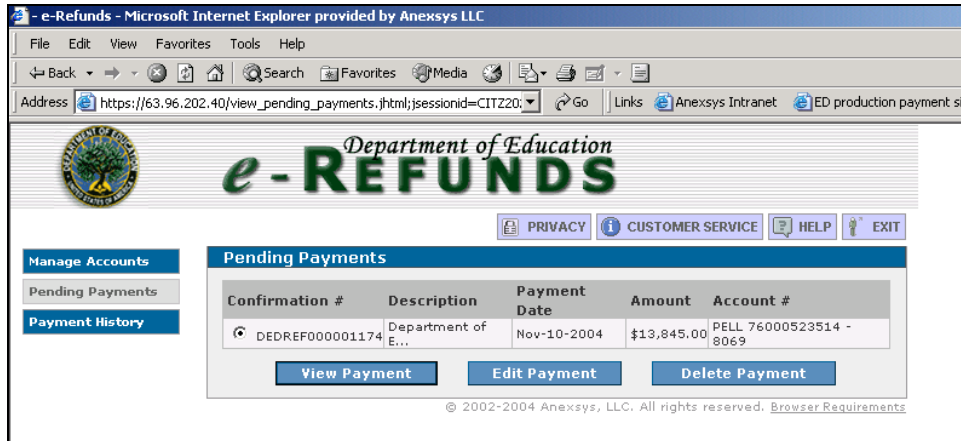
© 2002-2004 Anexsys, LLC. All rights reserved. [Browser Requirements](#)

- Click [**OK**] to go back to the **Pending Payments** screen.

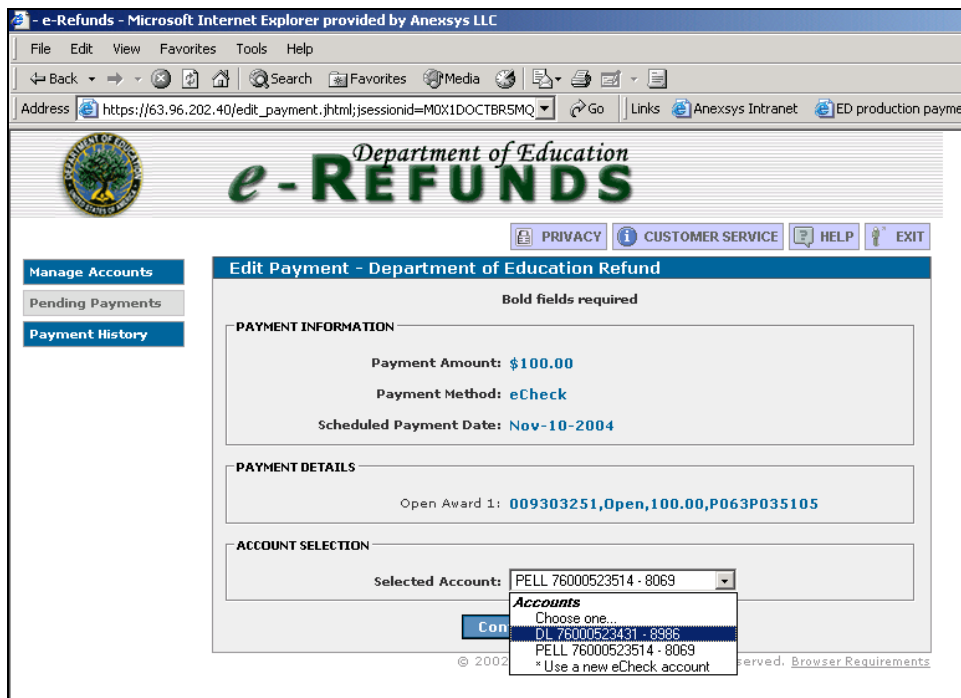
Edit a Pending Refund Payment

The system will allow you to edit the bank account information for a pending refund payment. Not other details can be changed. If you would like to change any other details, you will need to delete the current refund payment and enter a new one.

1. Navigate to the EPAY **Main Menu** screen. Click **[Pending Payments]**.
2. You will be taken to the **Pending Payments** screen listing all your pending payments.



3. Select the radio button next to the payment you would like to edit and click **[Edit Payment]**.
4. You will be taken to the **Edit Payment** screen.



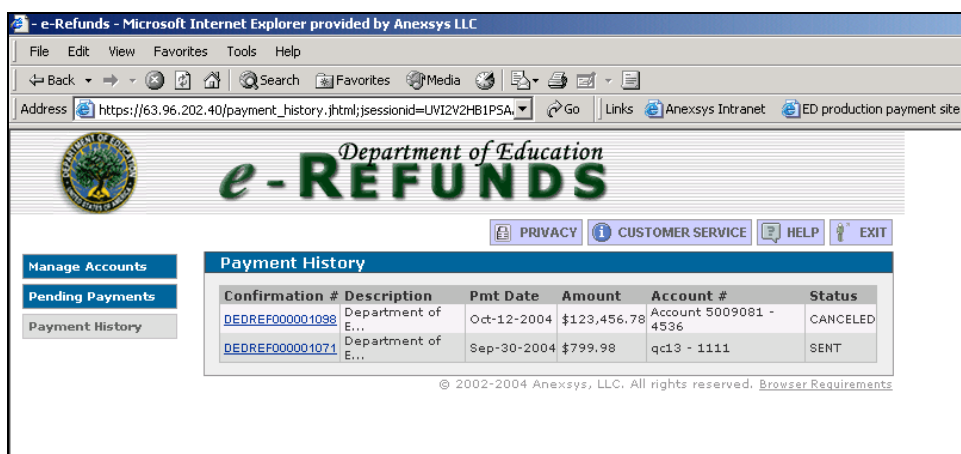
5. Select a different bank account from the *Selected Accounts* drop down list.
6. Click [**Continue**].
7. The system will display the **Verify Payment** screen. Follow the same remaining steps as you would when making a standard refund payment.
8. When you edit a payment, the system does two things
 - a. For the original transaction, it changes the status from “pending” to “replaced”.
The user will not see this transaction, but you can view it from the administrative site.
 - b. A new transaction will be created with a new confirmation#.

Refund Payment History

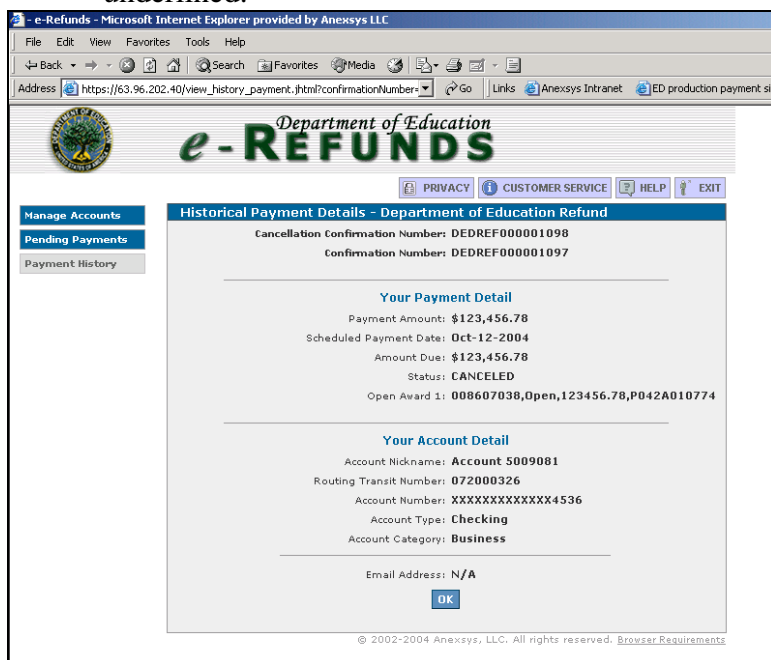
The system stores your refund payment history in two places. Refund payments made in the previous system (prior to 11/20/04) can be viewed on the presentment site. Refund payments made in “eRefunds 2005” (after 11/20/04) can be viewed within EPAY.

View Refund Payment History (refund payments made after system conversion, 11/20/04)

1. Navigate to the EPAY **Main Menu** screen.
2. Click the **[Payment History]** button.
3. You will be taken to the **Payment History** screen listing all your payments made since the system conversion (11/20/04).



4. To see the details of a refund payment, click on the confirmation# highlighted in blue and underlined.



5. Click **[OK]** to go back to the **Payment History** screen.

View Refund Payment History (refund payments made prior to system conversion, 11/20/04)

1. Navigate to the Presentment website.
 - a. Login to GAPS
 - b. Select DUNS#
 - c. On E-Payments Main Menu, click **[Refunds]**
 - d. Select any of the check-boxes (e.g. Open Awards) and click **[Initiate Refund]**
2. You will be taken to the presentment website.
3. Click the **[Prior History]** button on the left-hand navigation bar. You will be taken to the **Prior History** screen listing all your refund payments made before the system conversion (11/20/04).

Prior History - Microsoft Internet Explorer provided by Anexsys LLC

Address: <https://ded-uat.anexsys.com/ed/openAwardsRefundChange.do>

Department of Education e-REFUNDS

PRIVACY CUSTOMER SERVICE HELP EXIT

Prior History

This page contains all refund history prior to November 20, 2004. Refund History after conversion can be accessed through your account profile. Site will timeout after 10 minutes of inactivity.

Date Initiated	Refund Type	PR Award Number	Refund Amount	Account	Confirmation Number	Settlement Date	User Name	Status	Comments
10/08/2004	Excess Cash	P063P035013	\$608.00	Pell 01 2440342	20041008R90316	10/11/2004	e1006240	Completed	2003-2004 PELL
09/07/2004	Excess Cash	P063P045013	\$1,954.00	Pell 01 2440342	20040907R86583	09/08/2004	e1006240	Completed	2004-2005 PELL
08/26/2004	Excess Cash	P063P035013	\$1,023.00	Pell 01 2440342	20040826R85452	08/27/2004	E1006240	Completed	2003-2004 PELL
08/09/2004	Excess Cash	P063P035013	\$863.00	Pell 01 2440342	20040809R83369	08/10/2004	e1006240	Completed	03-04 PELL
07/28/2004	Excess Cash	P063P035013	\$1,480.00	Pell 01 2440342	20040728R82098	07/29/2004	E1006240	Completed	03-04 PELL
04/15/2004	Excess Cash	P063P035013	\$1,618.00	Pell 01 2440342	20040415R72487	04/16/2004	e1006240	Completed	2003-2004 PELL
03/31/2004	Excess Cash	P063P035013	\$1,361.00	Pell 01 2440342	20040331R71172	04/01/2004	e1006240	Completed	03-04 PELL
02/09/2004	Excess Cash	P063P035013	\$518.00	Pell 01 2440342	20040209R66456	02/10/2004	E1006240	Completed	03-04 PELL
11/14/2003	Excess Cash	P063P025013	\$836.00	Pell 01 2440342	20031114R60161	11/17/2003	e1006240	Completed	2002-2003 PELL
09/19/2003	Excess Cash	P063P025013	\$2,178.00	Pell 01 2440342	20030919R55537	09/22/2003	e1006240	Completed	02-03 PELL
07/11/2003	Excess Cash	P063P015632	\$2,191.88	Pell 01 2440342	20030711R50411	07/14/2003	e1006240	Completed	2001-2002 PELL
02/19/2003	Excess Cash	P063P015632	\$1,243.13	Pell 01 2440342	20030219R41275	02/20/2003	E1006240	Completed	01-02 PELL
10/17/2002	Excess Cash	P063P015632	\$1,666.64	Pell 01 2440342	20021017R33534	10/18/2002	e1006240	Completed	01-02 PELL
09/17/2002	Excess Cash	P063P015632	\$1,469.00	Pell 01 2440342	20020917R31333	09/18/2002	e1006240	Completed	01-02 PELL

DUNS Number 001013999
Refunds Selected 0
Total Refunds \$0.00
View
Click View to continue to your refund selection.

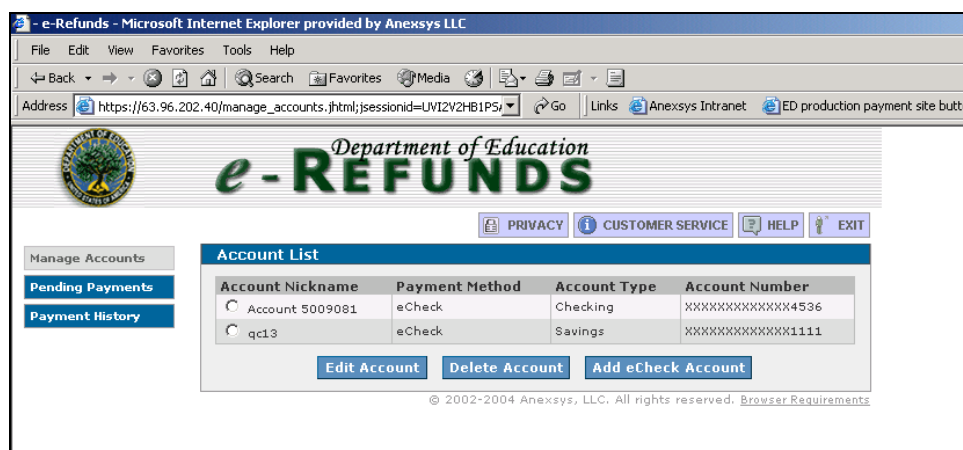
4. Click on the buttons on the left-hand navigation bar to continue entering a refund payment.

Manage Bank Accounts

Within EPAY, you can setup as many bank accounts as you would like to have funds withdrawn from.

Add a New Bank Account

1. Navigate to the EPAY **Main Menu** screen.
2. Click the **[Manage Accounts]** button. You will be taken to the **Accounts List** screen listing all your Bank Accounts setup in the system.



eRefunds 2005 Website Training Manual

2. Click [Add eCheck Account]. You will see the Add New eCheck Account screen.

The screenshot shows a Microsoft Internet Explorer browser window displaying the e-Refunds website. The browser's address bar shows the URL: https://63.96.202.40/add_account.jhtml?_DARCS=/comp/manage_acc. The website header includes the Department of Education logo and the text "e-REFUNDS". Below the header, there are links for PRIVACY, CUSTOMER SERVICE, HELP, and EXIT. On the left side, there is a sidebar with buttons for "Manage Accounts", "Pending Payments", and "Payment History". The main content area is titled "Add New eCheck Account" and contains a form with the following fields and options:

- Account Nickname:** A text input field.
- Routing Transit Number:** A text input field with a small "P" icon to its right.
- Account Number:** A text input field.
- Re-Enter Account Number:** A text input field.
- Account Type:** Two radio buttons labeled "Checking" and "Savings".
- Account Category:** Two radio buttons labeled "Consumer" and "Business".

At the bottom of the form are two buttons: "Submit" and "Cancel". Below the form, there is a small copyright notice: "© 2002-2004 Anexsys, LLC. All rights reserved. [Browser Requirements](#)".

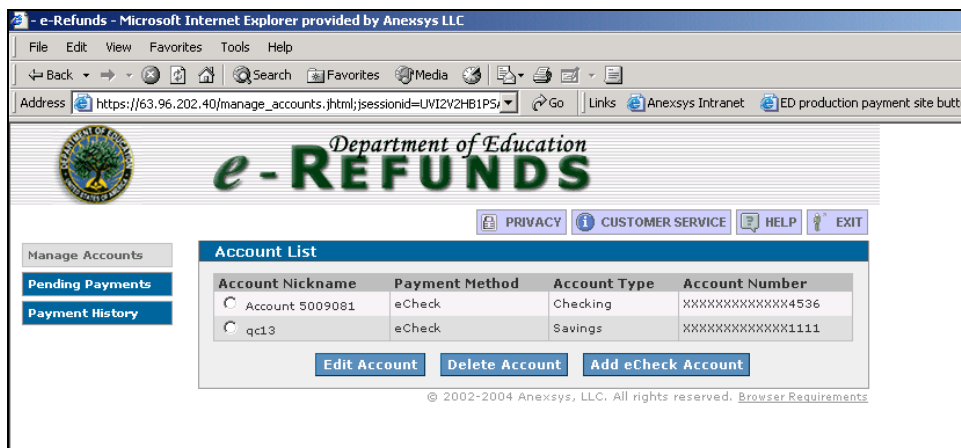
3. Enter the information for your new bank account

- Account Nickname:** enter a name to remember this bank account. This will appear in the drop-down list when you are selecting your account to make a refund payment from.
- Routing Transit Number:** Routing transit number for the your financial institution.
- Account Number:** your bank account number
- Re-Enter Account Number:** re-enter your bank account number
- Account Type:** enter the account type for your bank account
- Account Category:** click the radio button for your bank account

4. Click [Submit]. You will be brought back to the Accounts List screen and see your new account listed.

Edit a Bank Account

1. Navigate to the EPAY **Main Menu** screen.
2. Click the **[Manage Accounts]** button. You will be taken to the **Accounts List** screen listing all your Bank Accounts setup in the system.



eRefunds 2005 Website Training Manual

3. Select the radio button next to the account you want to edit and click [**Edit Account**]. You will see the **Edit eCheck Account** screen.

The screenshot shows a Microsoft Internet Explorer browser window displaying the eRefunds website. The browser's address bar shows the URL: https://63.96.202.40/edit_bank_account.jhtml;jsessionid=UVI2V2HB1P5. The website header includes the Department of Education logo and the text "e-REFUNDS". Below the header, there are links for "PRIVACY", "CUSTOMER SERVICE", "HELP", and "EXIT". On the left side, there is a sidebar with links for "Manage Accounts", "Pending Payments", and "Payment History". The main content area is titled "Edit eCheck Account" and contains a form with the following fields and options:

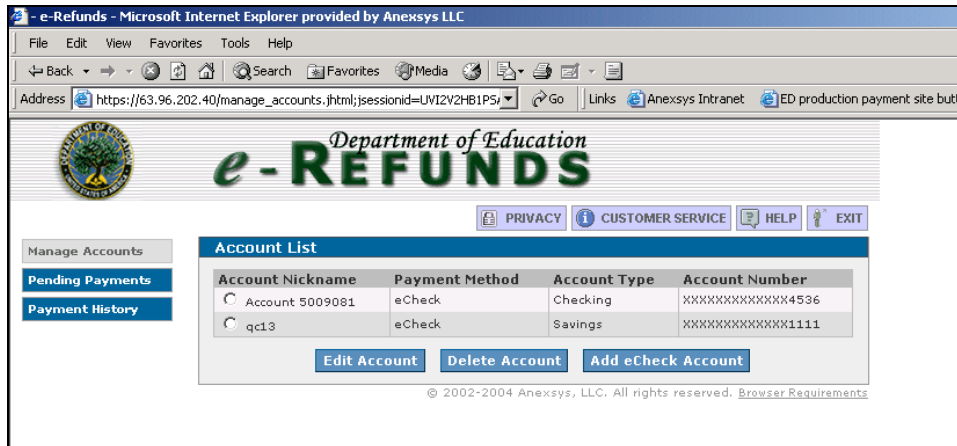
- Account Nickname:** A text input field containing "Account 5009081".
- Routing Transit Number:** A text input field containing "072000326".
- Account Number:** A text input field containing "XXXXXXXXXXXX4536".
- Re-Enter Account Number:** A text input field.
- Account Type:** Radio buttons for "Checking" (selected) and "Savings".
- Account Category:** Radio buttons for "Consumer" and "Business" (selected).

At the bottom of the form, there are two buttons: "Submit Changes" and "Cancel". Below the form, there is a copyright notice: "© 2002-2004 Anexsys, LLC. All rights reserved. [Browser Requirements](#)".

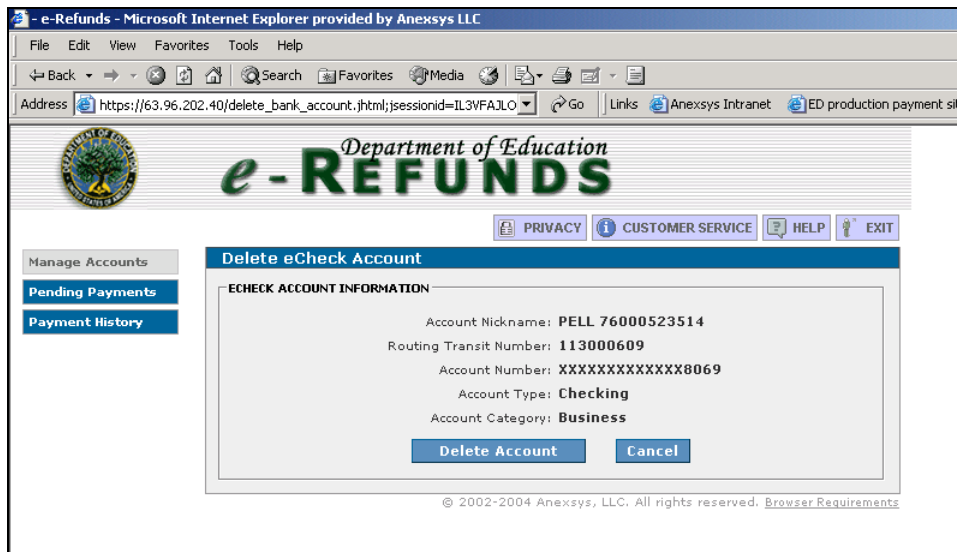
4. Enter the new information for your account
 - a. **Account Nickname:** enter a name to remember this bank account. This will appear in the drop-down list when you are selecting your account to make a refund payment from.
 - b. **Routing Transit Number:** Routing transit number for the your financial institution.
 - c. If you want to keep the same bank account number, click the radio button "Use my current Bank Account Number".
 - d. To select a new bank account number, click the radio button "Use the Bank Account Number entered below". Enter your new account number in the **Account Number** and **Re-Enter Account Number** fields.
 - e. **Account Type:** enter the account type for your bank account
 - f. **Account Category:** click the radio button for your bank account
5. Click [**Submit Changes**]. You will be brought back to the **Accounts List** screen and see the your updated account.

Delete a Bank Account

1. Navigate to the EPAY **Main Menu** screen.
2. Click the **[Manage Accounts]** button. You will be taken to the **Accounts List** screen listing all your Bank Accounts setup in the system.



3. Select the radio button next to the account you want to delete and click **[Delete Account]**. You will see the **Delete eCheck Account** screen.

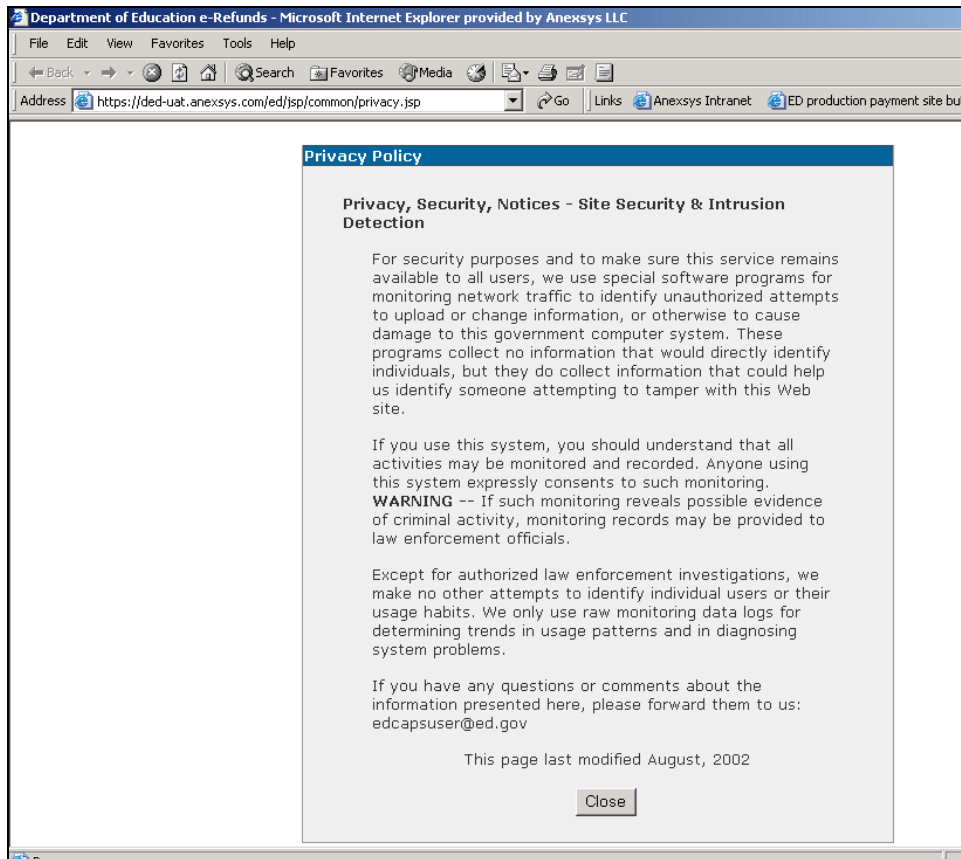


4. Click **[Delete Account]**. You will be brought back to the **Accounts List** screen and see that your account has been deleted.

Other Functionality

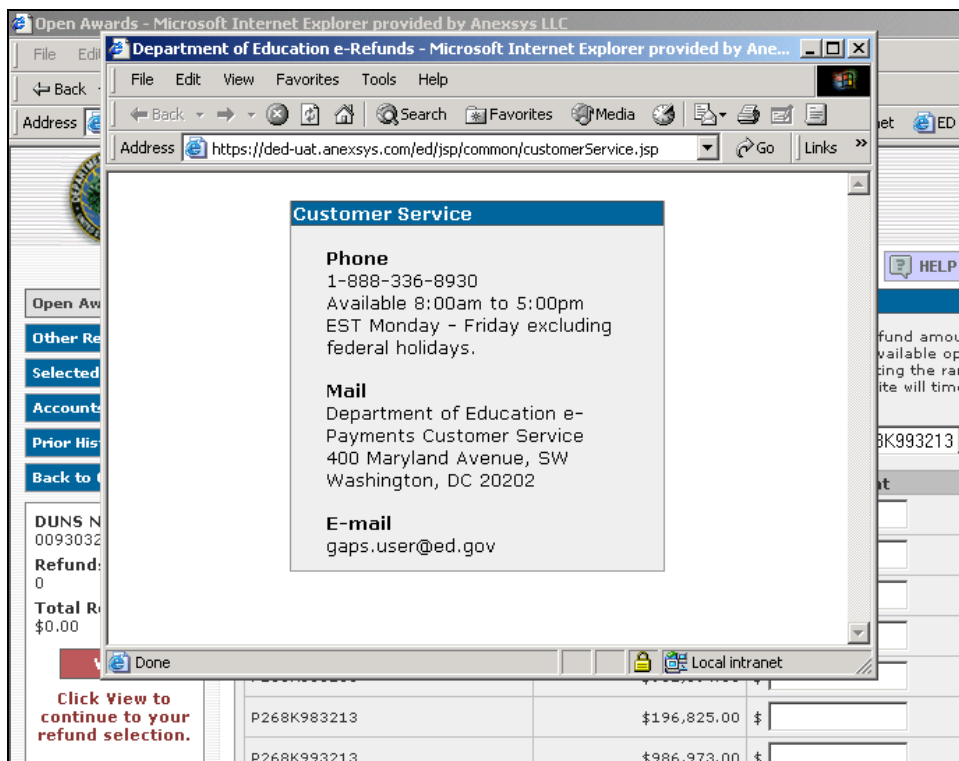
View Privacy Policy

1. From anywhere within the eRefunds application, click on the [**Privacy Policy**] button in the upper right hand corner.
2. Department of Education's privacy policy will be displayed in a pop-up window.



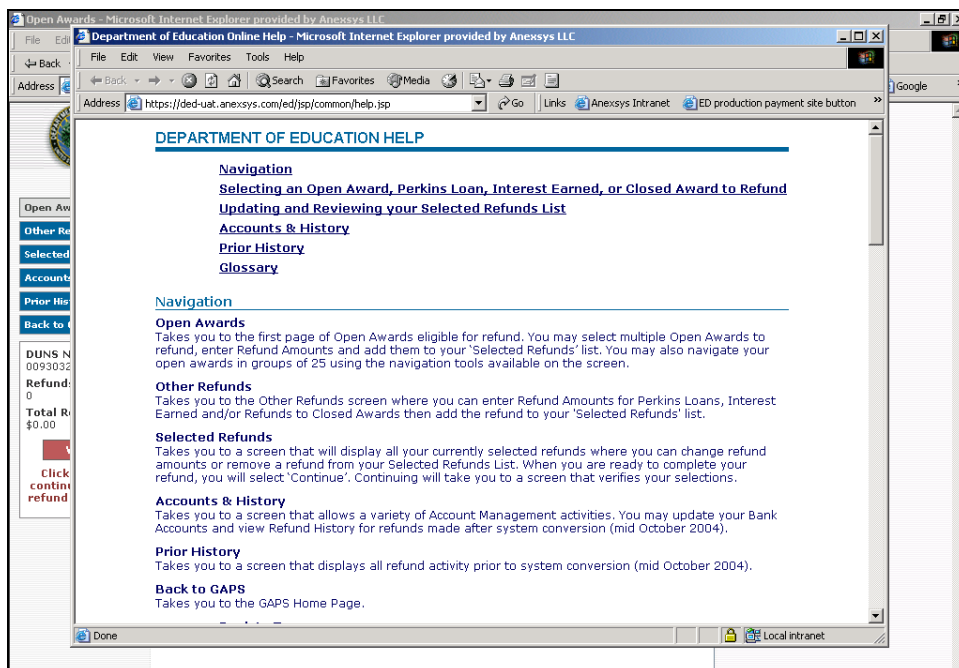
View Customer Service Information

1. From anywhere within the eRefunds application, click on the **[Privacy Policy]** button in the upper right hand corner.
2. Department of Education's Customer Service Information will be displayed in a pop-up window.



View Help

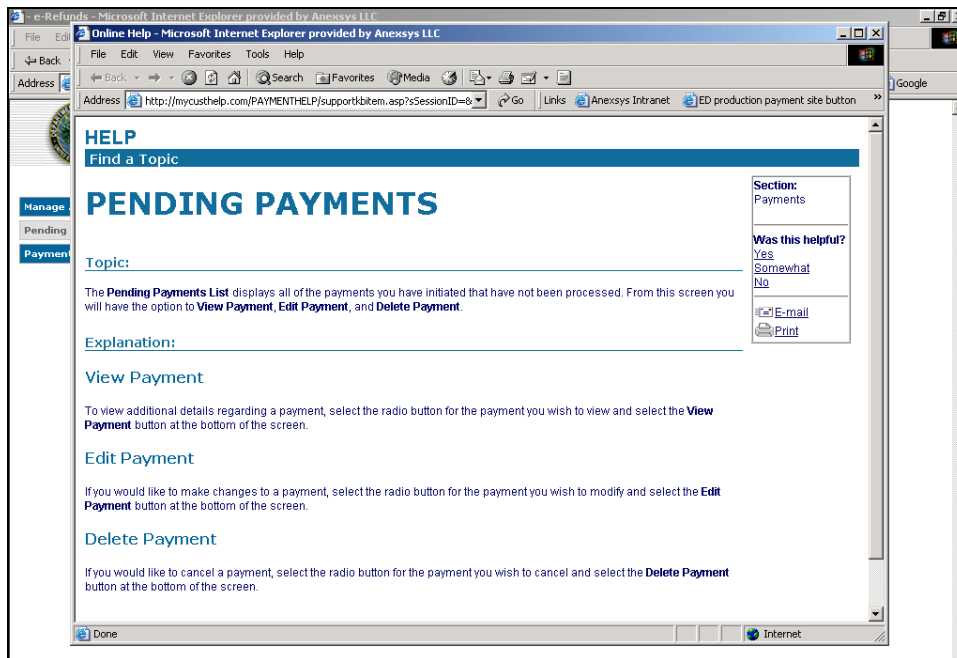
1. From anywhere within the eRefunds application, click on the **[Help]** button in the upper right hand corner.
2. Help text information will be displayed in a pop-up window.
3. If you are in the Presentment Page, a static help text page is displayed.



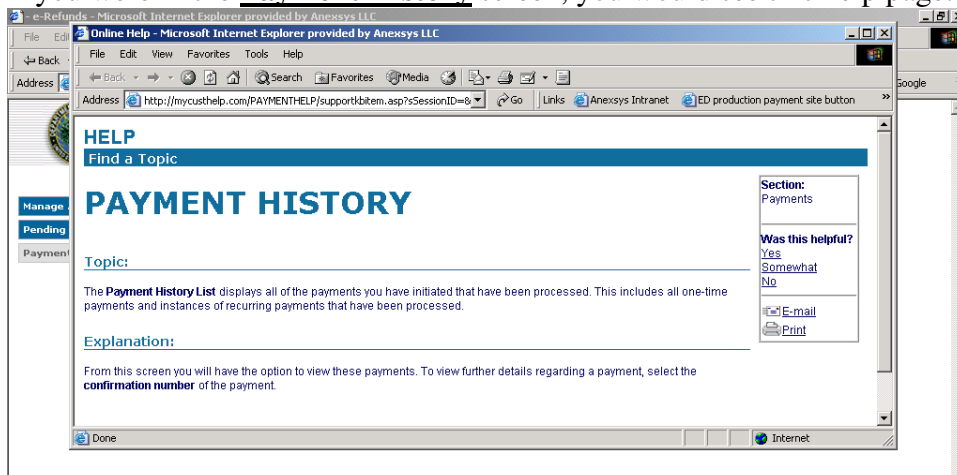
eRefunds 2005 Website Training Manual

4. Within EPAY, context-sensitive help is displayed.

For example, if you are on the **Pending Payments** screen, you would see this help text

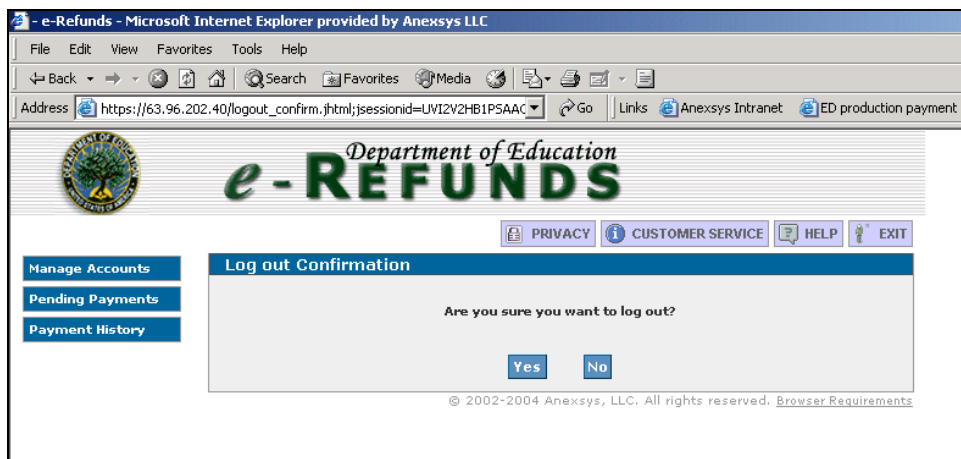


If you were in the **Payment History** screen, you would see this help page:



Log Out

1. From anywhere within the eRefunds application, click on the **[Exit]** button in the upper right hand corner.
2. You will receive a screen asking you to verify you want to leave the application.



3. Click **[Yes]** to log off and you will be sent back to the GAPS home page.

Appendix 1 - Presentment Site Help Text

Below is the help text as it appears on the Presentment website. There is one static webpage that the user is taken to when they press Help anywhere in the Presentment website.

Note: within the E-Payment Services Product, the Help functionality is context sensitive. When the user selects help, they receive help text based on the specific screen they are on.

Navigation

Open Awards

Takes you to the first page of Open Awards eligible for refund. You may select multiple Open Awards to refund, enter Refund Amounts and add them to your 'Selected Refunds' list. You may also navigate your open awards in groups of 25 using the navigation tools available on the screen.

Other Refunds

Takes you to the Other Refunds screen where you can enter Refund Amounts for Perkins Loans, Interest Earned and/or Refunds to Closed Awards then add the refund to your 'Selected Refunds' list.

Selected Refunds

Takes you to a screen that will display all your currently selected refunds where you can change refund amounts or remove a refund from your Selected Refunds List. When you are ready to complete your refund, you will select 'Continue'. Continuing will take you to a screen that verifies your selections.

Accounts & History

Takes you to a screen that allows a variety of Account Management activities. You may update your Bank Accounts and view Refund History for refunds made after system conversion (mid October 2004).

Prior History

Takes you to a screen that displays all refund activity prior to system conversion (mid October 2004).

Back to GAPS

Takes you to the GAPS Home Page.

[Back to Top](#)

Selecting an Open Award, Perkins Loan, Interest Earned, or Closed Award to Refund

Open Awards

The Open Awards screen is the screen where you select Open Awards to refund. You may select a maximum of 7 Open Awards for each refund.

1. Find the Open Award you wish to refund by using the navigation buttons at the top or bottom of the screen. Open Awards are selected in groups of 25, and are displayed by their PR Award Number.
2. Enter a Refund Amount for each Open Award contained on a single screen that you want to make.
3. Click the 'Add Refund Amounts to Selected Refund List' button.

Other Refunds

The Other Awards screen is the screen where you enter Refund Amounts for Perkins Loans, Interest Earned, or Refunds to Closed Awards. You may select only one of each type of Other Award for each refund.

1. Enter a Refund Amount for each of the Other Refund types you want to refund in their respective Refund Amount fields.
2. Click the 'Add Refund Amounts to Selected Refund List' button.

Each time you click the 'Add Refund Amounts to Selected Refund List' a confirmation message will display at the top of the screen indicating the refund amounts you've entered have been added to the Selected Refunds List.

On the left side of the screen, the total number of refunds and the total dollar amount of refunds currently in the Selected Refunds List will update.

When your selections are complete, you can click either the 'Continue' or 'Selected Refunds' buttons located on the left side of your screen to update and review your selection. The 'Selected Refunds' List is your refund shopping cart.

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Updating and Reviewing Your Selected Refunds List

You may view your currently selected refunds by clicking the 'Selected Refunds' button or the 'Continue' button located on the left side of the screen.

On the Selected Refunds screen you may update Refund Amounts, remove refunds, and add comments to Selected Refunds.

Updating a Selected Refund

1. Enter a new Refund Amount and/or add/edit a text comment to a refund using the fields located in the row of the refund you want to update.
2. Click the 'Update' button.
3. A confirmation message will display and the screen will refresh reflecting your changes.

Removing a Selected Refund

1. Click the 'Remove' button in the row of the refund you want to remove from the Selected Refunds List.
2. A confirmation message will display and the screen will refresh reflecting your changes.

Completing Your Selected Refund Selection

1. When you have completed your selection of the refunds you wish to make, click 'Continue' at the bottom of the 'Selected Refunds' screen. Clicking 'Continue' will take you to the 'Verify Selected Refunds' screen.
2. Review the information displayed on the 'Verify Selected Refunds' screen.
3. If you wish to make any updates, return to the 'Selected Refunds' screen to make your changes.

4. If you are ready to continue, click the blue 'Continue' button located on the bottom, right of the 'Verify Selected Refunds' screen.
5. Upon clicking 'Continue', you will be taken to a separate site where you can choose the Bank Account from which the refund will be deducted.

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Accounts & History

Clicking the 'Accounts & History' button will take you to the account management and history after system conversion. In this area, you can update and change bank account and view payment history. Additional help is available on each screen in that area.

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Prior History

As of 11/20/2004, the Department of Education changed its GAPS Refund system. You will find all of your history prior to this change on the 'Prior History' page.

The Prior History page shows a listing of all refunds. Information that is available is the date the refund was made, the Refund Type, the PR Award number, the amount, the account nickname, the confirmation number, refund comments (if entered at time of refund), the date the refund was processed, refund status, and user who made the refund.

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Glossary

Refund Amount: The amount of money you wish to make a refund for. The total refund amount for each individual refund must be greater than \$0.00. For Open Awards you must enter an amount less than or equal to the net draw amount.

No single refund amount can exceed \$99,999,999.99. The total of all refunds selected must also be less than or equal to \$99,999,999.99.

Date Initiated: The date the refund was initiated.

Refund Type: The type of refund made (Excess Cash, Interest Earned, Perkins Loans, Other Award, or Closed Award).

PR Award: The unique identifier for the grant award.

Amount: The amount of money the refund was made for.

Account: The name of the account from which refunds were deducted.

Confirmation Number: The confirmation number is a unique number assigned to the refund for tracing purposes.

Settlement Date: The date the refund will be complete and deducted from the user's account.

User Name: The enrolled user name who initiated the refund.

Cancelled: This refund status means that the refund has been stopped and the funds were not deducted from the user's account.

Completed: This refund status means that the refund has not been cancelled and the funds have been deducted from the User's Account on the settlement date.

Rejected: The refund was automatically refused by the bank.

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Appendix 2 - E-Learning Sections Applicable to ED

Customer Service

Find a Payor

Find a Payment

Refund a Payment

Call Resolution

Sections not applicable to ED

Reset Payor Password – not applicable to ED

Update Payor Profile – not applicable to ED

Re-activate Payor for ACH – not applicable to ED

Make a Payment – not applicable to ED

Reporting

Payment Detail Report

Product Detail Report

Payment Summary Report

Sections not applicable to ED

Download Remittance File

Credit Card Batch Reports

Biller Recurring Report

Product Recurring Report

Admin User Access Report

Fraud Detection Report